

DIRECTOR, ADMINISTRATIVE SERVICES

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To plan, organize and administer a wide variety of city professional administrative support, project management and citizen response programs and activities; to provide expert policy guidance to city management staff; to provide leadership for special projects, partnerships, regionalism and intergovernmental relations.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the City Manager.

Exercises direct supervision over managerial, professional and clerical staff.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Manage specific administrative support activities throughout the city, including legislative and government relations, emergency management, sustainability, organizational development and training, special events, grant coordination, internal consulting, policy research and analysis, major project management and other long and short term administrative functions.
2. Administer and oversee all internal administrative service activities, including administrative support for the City Council and the City Manager's Office; coordinate and manage the citywide policies and procedures program; direct the conduct of analytical studies; develop and review reports of findings, alternatives and recommendations.
3. Plan, direct and manage the city's communication and interaction with the state legislature, federal delegates and other government agencies at all levels, daily activities with a city-wide scope, and special projects.
4. Confer with department management to develop and implement goals that work toward accomplishing the city's strategic plan; develop and direct the implementation of goals, objectives, policies, procedures and work standards.

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Essential Functions:

5. Supervise Mayor and Council staff.
6. Contribute to the overall quality of service provision by developing and coordinating work teams and by reviewing, recommending and implementing new and improved goals, objectives, policies, procedures and priorities for assigned programs.
7. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend appropriate service and staffing levels.
8. Serve as an internal consultant to city departments, particularly in developing the city's focus on a strategic plan and department goals linked to the plan.
9. Develop, implement, manage and present leadership and organizational development and general employee training.
10. Select managerial, professional, technical and support staff and ensure effective morale, productivity and discipline in a team environment; plan, organize, administer, review and evaluate the activities of staff directly and through subordinate supervisors or managers; provide for staff training and professional development; interpret city policies and procedures for staff; work with employees to develop short and long term goals, monitor accomplishments, establish performance requirements and personal development targets and provide coaching for performance improvement and development.
11. Oversee and participate in the development and administration of the City Manager's Office annual budget; direct the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments.
12. Serve as the city representative at various intergovernmental boards and commissions where issues are discussed that may have a direct or indirect effect upon the city.
13. Serve as liaison for the City Manager's Office with other city departments and outside agencies; negotiate and resolve sensitive and controversial issues.
14. Provide highly responsible and complex administrative staff assistance to the city Manager's Office including problem resolution, communications and public relations; direct specific and comprehensive analyses of a wide range of policies and issues.
15. Provide leadership in developing a culture that values people and their differences and is free from inequities and barriers to people reaching their full potential.
16. Provide leadership in promoting sustainable, environmentally sensitive development and operations in the community and the department.
17. Establish the strategic direction for the department in alignment with City Council and city of Las Vegas strategic priorities; ensure all department employees are aware of their roles in performance measurement and achieving strategic priorities; and facilitate the reporting of measures to the city's executive team and all members of the department.

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Essential Functions:

18. Coordinate activities and special projects with other departments, outside agencies and organizations; prepare and present staff reports and other related correspondence.
19. Respond to and resolve difficult and sensitive inquiries and complaints; coordinate conflict resolution meetings; research and investigate various issues affecting the city's interests.
20. Conduct a variety of organizational and operational studies and investigations; recommend modifications to policies as appropriate.
21. Attend and participate in professional group meetings; stay abreast of trends and innovations in the city management field.

Marginal Functions:

1. Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Principles and practices of public administration.

Administrative principles and practices, including goal setting, program implementation, the management of employees through multiple levels of supervision.

Techniques for dealing with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds.

Principles and techniques of preparing and delivering effective oral presentations.

Operational characteristics, services and activities of a municipal government.

Modern principles and practices of municipal administration and organization.

The role, function and responsibilities of elected City Council members.

Interrelationship of local, state and federal governments and their operations.

Principles of government structure, operations and procedures and the role of staff.

Principles and practices of budget development and administration.

Principles of supervision, training and performance evaluation.

Principles and practices of developing work teams, motivating employees and managing in a team environment.

Pertinent federal, state and local laws, codes, regulations.

Computer applications related to the work.

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Ability to:

Administer programs and staff directly and through subordinate supervisors and managers.
Communicate skillfully with government officials at all levels.
Understand the organization and operation of the various city departments as necessary to assume assigned responsibilities.
Interpret, apply, explain and enforce applicable laws, codes, regulations, policies and procedures.
Perform responsible and difficult administrative work involving the use of independent judgment and personal initiative within general policy guidelines.
Research, analyze and evaluate programs, policies and procedures.
Analyze problems, identify alternative solutions, project consequences of proposed actions, recommend best options and implement approved solution in support of goals.
Deal successfully with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds, in person and over the telephone, often where relations may be confrontational or strained.
Delegate authority and responsibility.
Deliver effective oral presentations to large and small groups.
Set and adjust priorities in a rapidly changing environment.
Meet critical deadlines.
Manage multiple assignments and projects.
Communicate with individuals from a variety of social, cultural, economic and educational backgrounds while demonstrating respect and sensitivity for perceived differences.
Produce written documents with clearly organized thoughts using proper sentence construction, punctuation, spelling and grammar.
Prepare clear and concise reports, correspondence and other written materials.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training Requirements

Experience:

Five years of increasingly responsible managerial experience, preferably within a local government environment.

Training:

Bachelor's degree from an accredited college or university with a major in public administration, business administration, political science, public policy or a related field. An advanced degree in public or business administration is desirable. May substitute a combination of equivalent education and related experience. The city assesses 1.5 years of fulltime experience as equivalent to one year of education.

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WORKING CONDITIONS

Environmental Conditions:

Office environment; travel from site to site.

Physical Conditions:

Essential and marginal functions require maintaining physical condition necessary for:

Maintaining effective audio-visual discrimination and perception needed for:

- *Making observations;*
- *Communicating with others;*
- *Reading and writing;*
- *Operating assigned equipment;*

Maintaining mental capacity which allows the capability of:

- *Making sound decisions;*
- *Effective interaction and communication with others;*
- *Demonstrating intellectual capabilities;*

Maintaining physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *Sitting for extended periods of time; and*
- *Operating assigned equipment.*

ARB
REV 4/27/11
FLSA & City: exempt

Approved 4/28/11